

**ANNEX A**  
**STATEMENT OF WORK**

**1. Title**

Office Ergonomic Assessment Services

**2. Objective**

To provide federal government departments, agencies and Crown corporations across Canada with office ergonomic assessment services.

**3. Background**

Federal government departments and agencies must comply with the requirements and obligations of the Canada Labour Code (CLC), Part II and applicable legislations, policies, directives, guidelines, statutes and regulations, etc., as required. Specifically, the CLC, Part II, Section 125. (1)(t), states, "*employers must ensure that the machinery, equipment and tools used by the employees in the course of their employment meet prescribed health, safety and ergonomic standards and are safe under all conditions of their intended use*". In addition, CLC, Part II, Section 125. (1)(u), states, "*employers must ensure that the work place, work spaces and procedures meet prescribed ergonomic standards*".

**4. Scope**

The Contractor must provide an individual ergonomic assessment for an employee, with or without a medical indication, in an office environment. The assessment must be provided at the employee's work area. Follow-up appointments must be provided if there is a need to assess the changes that have been made with the recommended equipment, respond to any further concerns and provide additional education, if applicable.

**5. Tasks**

- 5.1 The Contractor must conduct an ergonomic assessment which includes, but is not limited to:
- a) Communicating directly with the individual identified in the call-up to schedule and confirm all of the details of the appointment;
  - b) Assessing the employee's ergonomic personal needs, including, but not limited to personal characteristics, symptoms, functional limitations/restrictions, complaints;
  - c) Identifying and assessing ergonomic hazards, tasks or risk factors that may impact the employee's workstation ergonomics. Ergonomic hazards are workplace conditions that pose the risk of injury to an employee. They include repetitive and forceful movements, vibration, temperature extremes, static and awkward postures, etc;
  - d) Making any necessary immediate adjustments and modifications to employee's existing furniture and equipment, office accessories/office environment;
  - e) Providing education/recommendations regarding workstation adjustments, posture, exercises and other useful tools to prevent/eliminate/reduce risks of injury. Education/recommendations must be provided verbally with supporting written documentation;
  - f) Making written recommendations following the assessment as per section 8.1;
  - g) Upon review of the written report and/or once the recommended changes have been implemented, the Manager may require a follow-up call with the Contractor to discuss any recommendations or issues that the Manager/employee may have.

- 5.2 The Contractor must conduct a follow-up ergonomic assessment which includes, but is not limited to:
- a) Communicating directly with the Manager or the individual identified in the call-up to schedule and confirm all of the details of the appointment;
  - b) Informing the Manager or the individual identified in the call-up of the employee's appointment details including any missed or cancelled appointments;
  - c) Providing additional education to the employee on the use of recommended products, if required;
  - d) Making written recommendations following the assessment as per section 8.2;
  - e) Upon review of the written recommendations, the Manager may require a follow-up call with the Contractor to discuss any recommendations or issues that the Manager/employee may have.

## 6. Constraints

Working hours will vary according to the employee's schedule. Assessments must be scheduled within working hours.

## 7. Support

The Manager or the individual identified in the call-up will:

- a) Ensure employees are available to attend scheduled appointments.
- b) Ensure access to internal Subject Matter Expert(s) (SME) or internal stakeholder(s), as required.

## 8. Deliverables

- 8.1 The Contractor must submit a written report of the ergonomic assessment, in accordance with Appendix 2, Report Template, to the Manager or the individual identified in the call-up. The report must not include any medical information/diagnosis. The report must be submitted in the format identified in the call-up and must include:
- a) The name, location and contact information of the employee and Manager; the date of the assessment; include applicable contract/reference numbers assigned by the department/agency; the name of the resource that conducted the assessment including their contact information;
  - b) The office ergonomics related need(s) or hazard(s);
  - c) The requirement of the job/work activities/organization of the work and the method in which the work activities are performed;
  - d) The workstation associated to the employee's work;
  - e) The characteristics of the employee including the data in Appendix 1, Measurement Worksheet. This Worksheet must be provided with the Report;
  - f) The characteristics of the materials, work spaces, and the features of tools/equipment, etc.;
  - g) Identify the employee's exposure(s) to the hazard(s), based on duration and frequency;
  - h) The effect, real or potential, of the exposure on the health and safety of the employee;

- i) The adjustments made during the assessment and education provided (specific measurements);
- j) Purchasing recommendations that do not require or refer to a particular trademark or name, patent, design or type, specific origin or producer or supplier unless there is no sufficiently precise or intelligible way of otherwise describing the procurement requirement. When this is not possible the phrase "or equivalent" is to be added to the requirement statement;
- k) A summary of education/recommendations provided to the employee;
- l) Any additional one-on-one training or education required that was not provided during the assessment and if not, why;
- m) Photos of workstation layout, pre and post adjustments as applicable. Note that some department/agency security procedures may not permit taking photos in the workplace, therefore, a sketch can be used;
- n) Recommendation of a follow-up ergonomic assessment of the same workstation and job/work activities/organization within 1 year in relation to proposed measure(s), if required.

8.2 In the event of a follow-up ergonomic assessment, the Contractor must amend and re-submit the ergonomic assessment written report to the Manager or the individual identified in the call-up. The report must not include any medical information/diagnosis and must include:

- a) The name, location and contact information of the employee and Manager; the date, time and duration of the assessment; the name of the resource that conducted the follow-up ergonomic assessment including their contact information;
- b) Details of any final adjustments, modifications and further recommendations made.

**9. Location**

The Contractor must provide the services at the work location identified in the call-up.

**10. Language**

Services and deliverables must be made available in the official language identified in the call-up.

**11. Service Standards**

The Contractor must provide services in accordance with the table below unless otherwise identified in the call-up.

Type	Acknowledge Receipt	Schedule Appointment	Complete Assessment	Submit Written Report
Ergonomic Assessment	Within 2 working days from the date of call-up.	Within 5 working days from the date of call-up.	Within 15 working days from the date of call-up.	Within 10 working days from the date the assessment was completed.

## 12. Minimum Mandatory Qualifications

At time of call-up, proposed resources<sup>1</sup> must meet the following minimum mandatory qualifications which includes, but are not limited to:

- a) A university degree, college certificate or diploma in ergonomics or in any of the following: psychology, kinesiology, physiotherapy, occupational therapy, occupational health nursing from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service<sup>2</sup>, if obtained outside Canada.
- b) Provided a minimum of 25 office ergonomic assessments within the last 2 years to outside clients<sup>3</sup>.

## 13. Applicable Documents

13.1 The following documents will form part of the SOW to the extent specified herein, and is supportive of the SOW:

- Canada Labour Code, Part II (<http://laws.justice.gc.ca/eng/L-2/index.html>)
- Canada Occupational Health and Safety Regulations (<http://laws.justice.gc.ca/en/L-2/SOR-86-304/index.html>)
- Canadian Standards Association Guideline on Office Ergonomics (<http://shop.csa.ca/en/canada/office-ergonomics/csa-z412-00-r2005/invt/27011972000pubs/>)

13.2 Additional applicable documents specific to the client's department, agency or Crown corporation may be included with any individual call-up.

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<sup>1</sup> Resources are defined as the Contractor's employees and/or subcontracted personnel.

<sup>2</sup> The list of recognized organizations can be found under the Canadian Information Centre for International Credentials web site, at the following Internet link: <http://www.cicic.ca/indexe.stm>

<sup>3</sup> Outside client refers to a client that is external to the Contractor's own organization. Parent companies, affiliates, and subsidiaries are considered internal.